

# FORUM

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**COL. HENRY L. ANDREWS, JR.**

377th Air Base Wing commander

We want your suggestions and comments concerning Kirtland AFB.

However, may we also suggest giving base agencies or the chain of command the chance to resolve your concern before calling Forum.

If you decide the Forum is the right answer, we don't print callers' names.

## Customer service

Chapel, 846-5691  
CE Help Desk, 846-8222  
Commissary, 846-9586  
Computer help, 846-5926  
Energy wasting, 846-4633  
Exchange Service, 266-9887  
Family Services, 846-0741  
Finance, 846-8045, 846-6639  
Law Enforcement, 846-7926  
Legal Services, 846-4217  
Medical Clinic, 846-3406  
Services Squadron, 846-1828

**Write:** 377 ABW/CC Forum  
2000 Wyoming SE  
Kirtland AFB, NM 87117

## Pharmacy is tops with us

My wife and I were most dismayed at reading the letter in the Sept. 26 edition of the Nucleus, with a complaint about personnel rudeness at the pharmacy.

My wife and I have been using the Kirtland AFB pharmacy system since we moved here in 1971. Not only have we always had the utmost consideration and helpfulness from pharmacy personnel, but on two different occasions, when I got behind in picking up my insulin before a long holiday weekend, a supervisor at the main pharmacy made an extra effort to get me a supply so that I wouldn't run out.

I don't know what circumstance may have caused the complaint letter, but both my wife and I consider pharmacy personnel—and their volunteers at the counter—to be worthy of our hearty commendation and gratitude.

Thank you for your kind comments on the service you receive at the pharmacy. The staff always aims to provide high quality-care to each patient.

## Pool hours inconvenient

I have spoken to the Services Squadron and pool personnel about the indoor pool closing on Sundays. The problem with algae and the need to clean and chlorinate the pool was explained and I understand it.

It lessens availability, especially to families with children who are in school and who would use the pool on weekends. To make matters worse, the pool does not open until 11 a.m. on Saturdays and is closed

for a two-hour lunch break.

Couldn't the pool open at 9 a.m. on Saturdays as the East Fitness Center does and couldn't it stay open from 1-3 p.m.?

For those of us who buy an individual or family pass the available time to use the pool is becoming less and less and leadership might explore ways to increase the time available.

The pool closes on Sundays to control an algae issue. Because about 1,000 guests use the pool each week, daily cleanings as well as a "shock" day are needed to ensure a safe swimming environment. Sundays were chosen because most military training and pool activities take place during the week and Sunday has the fewest users.

Saturday, 9-11 a.m. is reserved for the Kirtland Aquatics Club children's swim team. This activity fills the pool with lap swimmers and does not allow room for open swimming. Open swimming on Saturdays is 11 a.m.-5 p.m.

Participation was very low, 1-3 p.m. during the week and did not provide the income needed to keep the pool open. Closing the pool during these hours allowed us to save personnel costs without a major impact to our customers.

**See Page 19 for information about the pool closing for improvements.**

## BX, Commissary questions

I have issues with the Commissary and the BX.

The BX recently changed its policy of allowing you to put clothing on layaway for longer than one month. They now are saying that if you put clothing in layaway you must retrieve them within 30 days or else you will lose your deposit. This is very adverse, because many of the people that use the exchange services are retirees and are living on a

fixed income. Being able to layaway items of clothing either for themselves or for their loved ones for gifts is very important. I think it's an important issue and I appreciate you addressing the matter.

My other issue is with the Commissary. I find that as a widow it is difficult to go in the Commissary where the fruit and vegetables and other items are sold by the pound. This is set up for families and not really in bulk form, but you have to buy in larger quantities than what an individual person can consume.

AAFES reduced its clothing layaway time from 45 days to 30 days. This was done to reduce financial losses. New merchandise is priced for the 30 days. If it is not sold, it is placed on a clearance rack and the price is reduced to make room for new items. When customers pick up items from layaway after the initial 30-day period, a price adjustment is made and the item is sold at the discounted price.

When an item on layaway is not claimed after 45 days, the price is reduced and it is sent to the clearance rack. The cost of these price reductions has become so high that AAFES had to choose between reducing the layaway period to 30 days or eliminating clothing layaway.

By changing the layaway period to 30 days, AAFES has been able to reduce the number of items being marked for clearance.

Items in the Commissary may be priced by the pound, but this does not limit you to buy by the pound. Each register has a scale that calculates the cost by the price per pound. If you are unable to find a package of grapes or any other item in the produce department small enough for your needs, just ask any employee in the department and they will help you.